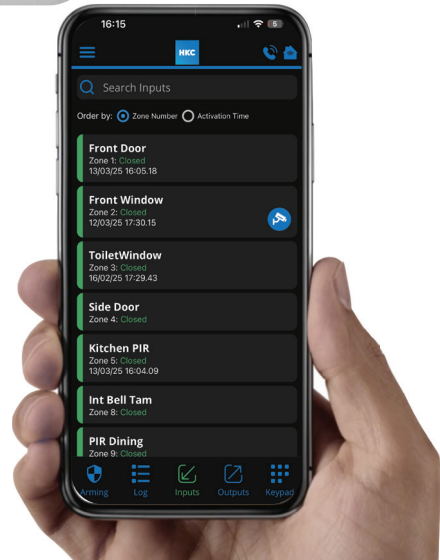


HKC



SW-10270

User Manual (UK & Ireland)



Your Installation Details

Installer	
Address	
Phone	
24 Hours	
Email	
Alarm Centre	

Please refer to pull down flap under the RF-Touch Keypad for more details of Quick Codes, Inhibits and Audio Memo-Pad operation

WARNING

While this system has been designed to the highest standards it does not offer guaranteed protection against burglary or fire. Any alarm system is subject to compromise or failure to activate for a variety of reasons. Therefore good installation practices and regular maintenance are essential to ensure continuous satisfactory operation of the system.

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This marking certifies that this product has been tested in a representative system complying with the requirements laid down in EMC directive 2014/30/EU, RE Directive 2014/53/EU, low voltage directive 2014/35/EU and RoHS directives 2011/65/EU & 2015/86/3EU

SW-10270 User Manual October 2025

Keypad information and operation

Your HKC alarm panel is provided with a Capacitive Touch screen keypad which can be used to arm and disarm your system and can also be used to access user and Manager menus for further functionality.

Most keypads are wired and are permanently powered so will always be “awake”.

There is also a wireless keypad option which powered by batteries which under normal conditions should give up to 3 years battery life. To preserve battery life, the keypad will be kept in a “sleep” mode where the lcd display and keys will not be lit.

The wireless keypad will automatically wake up in the following situations:

- when the user’s hand is brought near
- when any key is pressed
- when a proximity tag is presented
- to announce if the system is being armed by an RF-Keyfob or by a smartphone app
- when the front door is opened and the entry timer starts when the system is armed.



Keypad features

- Onboard Panic functionality (Press * & # simultaneously)
- Large library of audible messages
- Graphical display
- Comes with Proximity reader as standard
- Audio memo-pad: Hold Record Key to record a message which will alert the next time the system is unset. Press Play key to play this message back.

Arming and disarming your SW-10270 alarm system

Your alarm system can be armed by simply entering your user code. If your alarm installer has enabled User or Manager menu access for your user code, you should choose the relevant option after entering your code.

All arming and disarming methods can be found from page 6.

SecureComm Cloud and HKC SecureComm2 Smartphone App

Your HKC alarm panel can be fitted with external communication options to connect to the SecureComm Cloud, including a 4G Modem with Wi-Fi and Ethernet options.

SecureComm is HKC's cloud-based solution for our range of Alarm Control Panels.

It allows you to have complete remote control over your system instantly via a smartphone app, and for your alarm installer to support you with ease.

HKC SecureComm2 Alarm Owner App

The HKC SecureComm2 App will allow you to have full control of your alarm system from any location.

With this app you can:

- Arm/Disarm/Partarm the System instantly
- Receive Alarm activations and other system events via push notifications
- Configure notifications for all types of events
- Choose notifications types and sounds you want to receive
- Receive Notifications for loss of connectivity to cloud
- Check alarm detector states to see when they last operated
- Monitor motion in a premises without needing to arm system
- Check Event History of last 100 system events
- Operate a Fully functional virtual keypad

The HKC SecureComm2 App offers full peace of mind for you and your family!

The app is very user friendly, and allows you to interact simply and safely with your property via your user code or Biometric login options.

The app can be downloaded for Free from App Store and Play Store*

*Subscription charges apply for SecureComm Cloud access.

Please discuss the different options to suit your requirements with your alarm installer.



Adding your alarm system to the HKC SecureComm2 Smartphone App

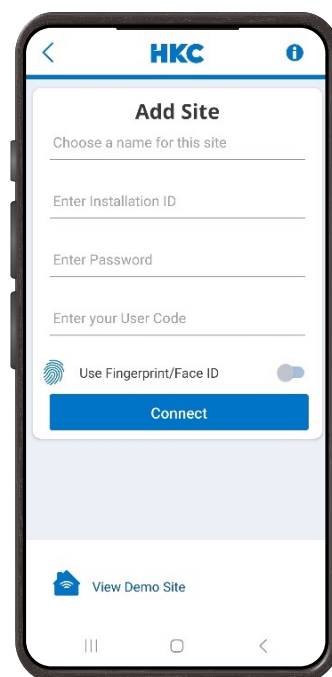
You can download the HKC SecureComm2 app from Google Play® or App Store®. Once you have downloaded the app, you will be prompted to add a site.

To add a site to the app, choose an Installation name, enter the installation ID and the Password setup by your alarm installer, and enter a valid user code. You can retrieve the installation ID and the Password by pressing **0*9** on your keypad followed by your user code.

Once these have been entered, press Connect.

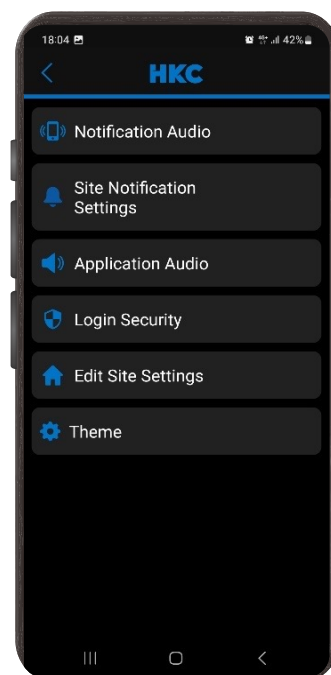
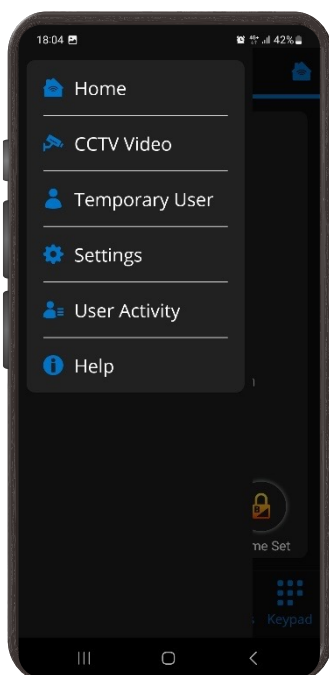
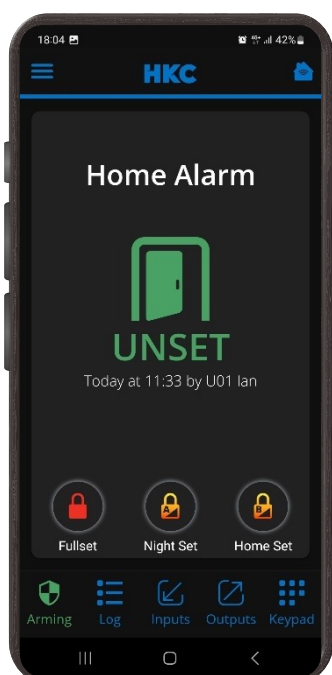
The app then will connect to the system and offer complete control and send notifications to you.

Note: When adding sites, the user can also enable Biometric login (fingerprint on Android and Face ID on iOS). This can also be enabled in the app settings when logged in to the site.



Once you have logged in to your alarm system you can arm and disarm from the Arming screen or choose any other functions on the bottom of the screen.

To change settings including notification types and sounds, login preferences and Theme (Light/Dark mode) etc., select the 3-line menu at the top left-hand side then choose **Settings**.



Operating your system without a User Menu

To perform a FULL SET With Exit Timer

Press **0** followed by **User Code**

Or If setup by the installer

Press **0** **#** **4** followed by **User Code**



"System Arming"

Buzzer sounds for length of exit time
Keypad displays exit time remaining

To perform a FULL SET Without Exit Timer

Press **0** **#** **5** followed by **User Code**



"System Arming"

Keypad displays **System Arming**

* Quick Code with User Code is EN 50131 requirement

Unsetting your system

To unset the system or cancel an alarm

Press

0

followed by **User Code**



"System Unset"

Note: In the event of an alarm activation then the keypad will make an announcement.

You can terminate this by pressing

PLAY
QUIT

Using a Proximity Tag to Set and Unset your System

Just bring the tag to the keypad as shown. The system will automatically set.

Using the tag a second time will then unset the system



Place the tag here

To access the User or Manager Menu using a Prox Tag, press

0

then present tag

Partially Arming Your System

Zones inhibited in Part Set will remain inactive for the duration of system set.

Part Set A

This will inhibit the following zones:

Press 0 # 7 followed by User Code



“System Arming”

Part Set B

This will inhibit the following zones:

Press 0 # 8 followed by User Code



“System Arming”

Customised system setting

To inhibit specific zones within your system

CAUTION: when you inhibit a zone it will remain inactive for the duration of the system set.

This feature should be used with caution having first identified the reason for the zone condition

Example: to inhibit a single zone (e.g. Zone 5)

Press  followed by **User Code**   

Keypad displays: **Z005 Office**

Then: **is Inhibited**

To inhibit multiple zones within your system

Example: to inhibit more than one zone (e.g. Zone 5 and Zone 4)




Press  followed by **User Code**     

System will now set with the selected zones inhibited.


Using Forced Arming

Zones inhibited by forced arming will remain inactive for the duration of the system set. This feature should be used with caution having first identified the reason for the zone condition.

Example: Zones 3,4,5 & 7 are open


Press  followed by **User Code**   

System will now set with Zones 3,4,5 and 7 automatically inhibited for the duration of the set period.

Note: If the User Code being entered has the User Menu or Manager Menu option enabled, you should attempt to arm the system as normal before pressing the  key to pause the arming and initiate the Inhibit option

Resetting your system remotely (UK only)

Your system may be programmed to trigger a remote reset after a confirmed alarm activation. In this case, you will not be allowed to arm your system until you have performed a remote reset with your Alarm Receiving Centre, or until you have contacted your engineer who can reset the system by entering and exiting engineer mode.

Press  followed by **User Code** to bring up the following menu item:

 Press  to unset the system

The system will then announce the alarm events, then display the following 2 messages:



You will need to call the Alarm Centre number on **Page 2** and quote the 5-digit code represented by **xxxxx** above. In return, they will give you a different 5-digit number to use to reset the system.

When you next try to arm the system you will see the following:



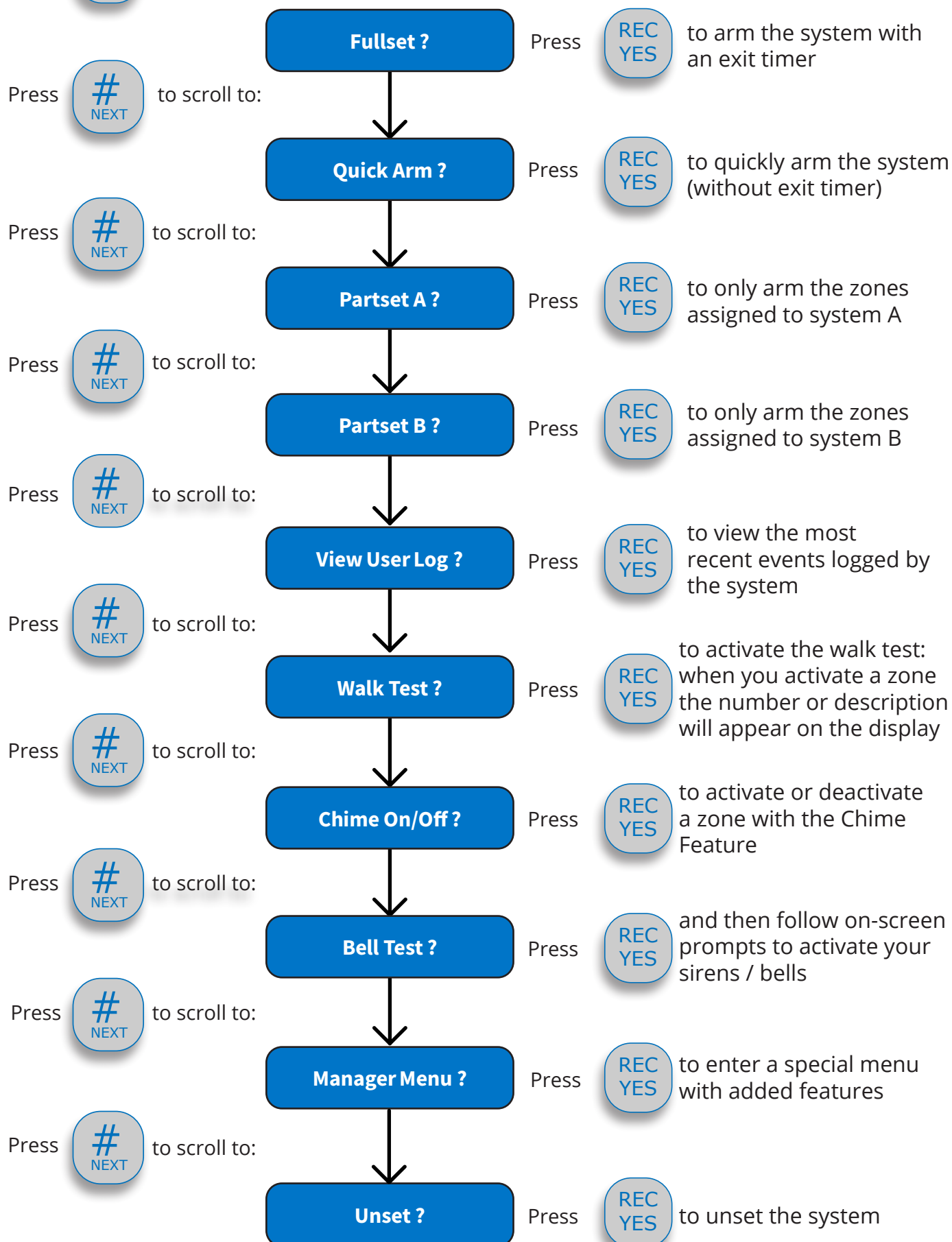
Enter the 5-digit number given to you by the call centre. The system will then display the following:



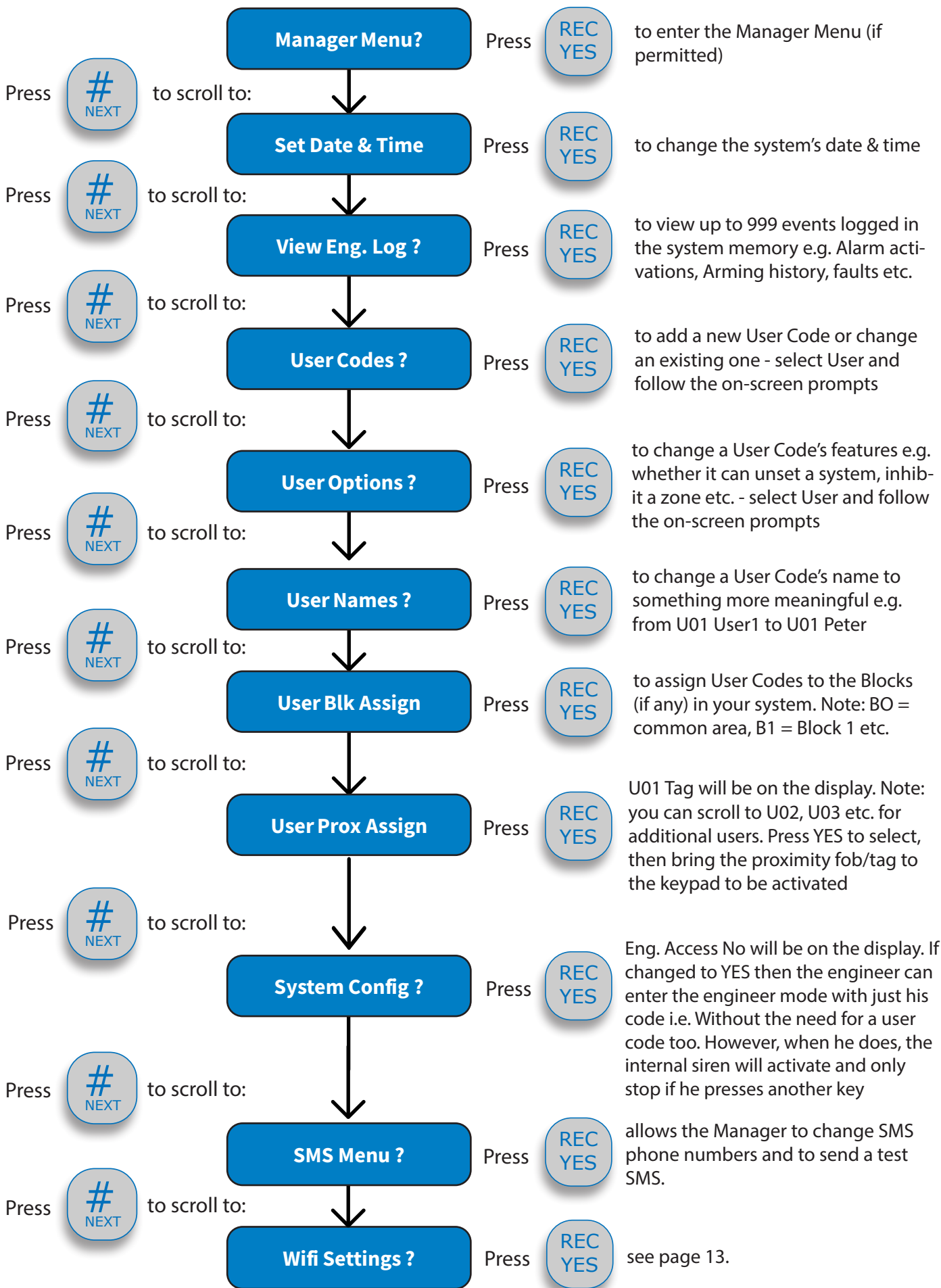
You may now continue arming your system.

Accessing the User Menu *if enabled by the installer

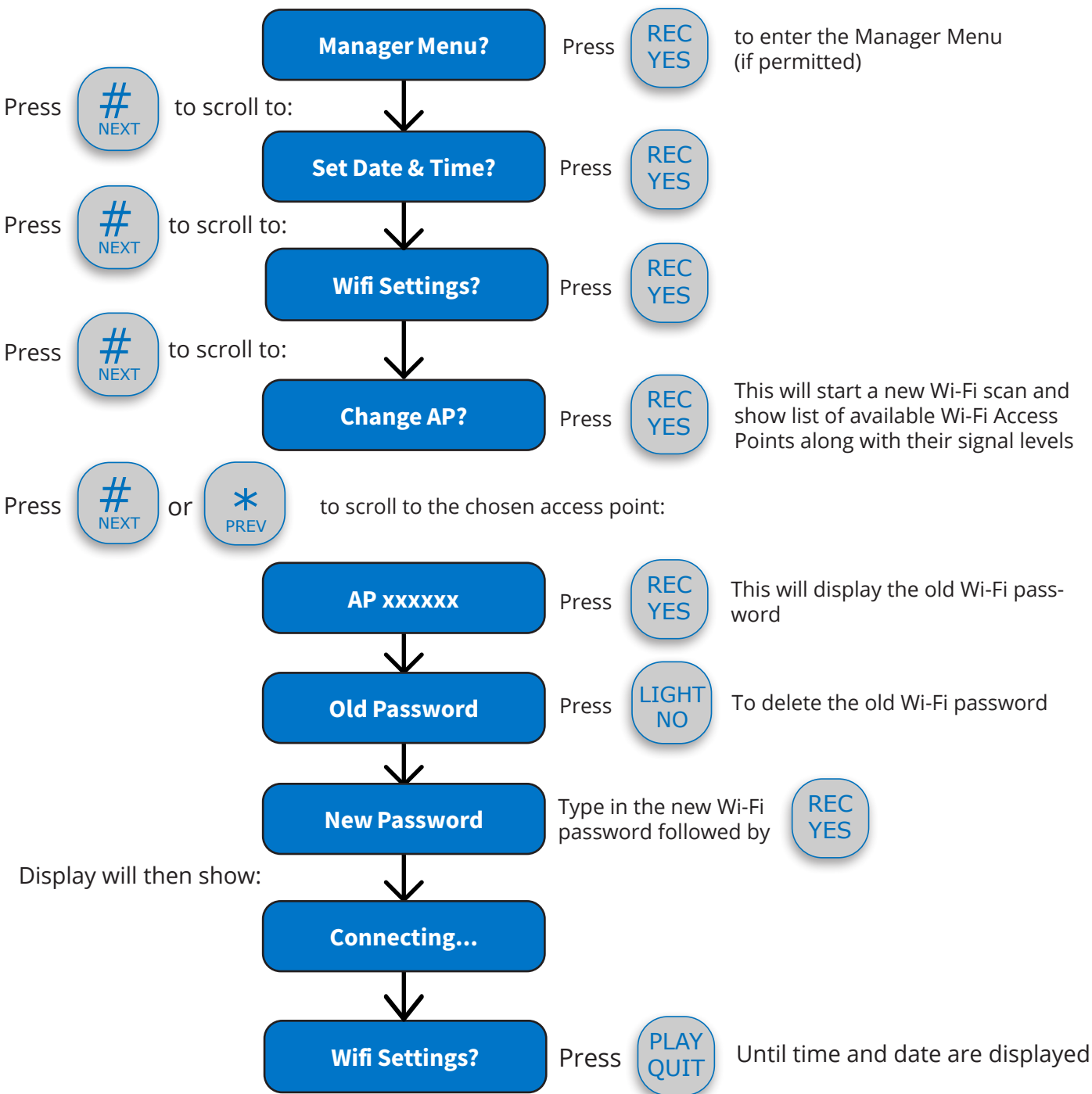
Press **0** followed by the USER CODE to go to the first Menu Item:



Accessing the Manager Menu *if enabled by the installer



Accessing the Wi-Fi Menu



Typing passwords

When typing in your password, press the number in the first row of the table. The cursor will move on to the next letter after a short period.

CHARACTER SET									
1	1	\$	_	!	%	&	*	()
2	a	b	c	A	B	C	2	+	=
3	d	e	f	D	E	F	3	;	?
4	g	h	i	G	H	I	4	<	>
5	j	k	l	J	K	L	5	'	/
6	m	n	o	M	N	O	6	-	=
7	p	q	r	s	P	Q	R	S	7
8	t	u	v	T	U	V	8	+	=
9	w	x	y	z	W	X	Y	Z	9
0	[Sp]	.	,	'	:	-	0	@	#

Using an RF-Keyfob

You can operate your system remotely using an RF-Keyfob once you are in radio range of the control panel. Always make sure you get a green Transmission OK light otherwise you will have to repeat your keypress.

Indicator Light:

Green: Transmission OK
Red: Transmission Not OK
Orange: Out of Range



Normally the RF-Keyfob works in **Quick Key** mode. However, you may ask your installer to set it up for **Secure Unset** mode. Once in **Secure Unset** mode you can unset the system or cancel an alarm by pressing the **0** button followed by your **User Code**.

Zone and Point List

Z1		Z36		P50	
Z2		Z37		P51	
Z3		Z38		P52	
Z4		Z39		P53	
Z5		Z40		P54	
Z6		Z41		P55	
Z7		Z42		P56	
Z8		Z43		P57	
Z9		Z44		P58	
Z10		Z45		P59	
Z11		Z46		P60	
Z12		Z47		P61	
Z13		Z48		P62	
Z14		Z49		P63	
Z15		Z50		P64	
Z16		Z51		P65	
Z17		Z52		P66	
Z18		Z53		P67	
Z19		Z54		P68	
Z20		Z55		P69	
Z21		Z56		P70	
Z22		Z57		P71	
Z23		Z58		P72	
Z24		Z59		P73	
Z25		Z60		P74	
Z26		Z61		P75	
Z27		Z62		P76	
Z28		Z63		P77	
Z29		Z64		P78	
Z30		Z65		P79	
Z31		Z66		P80	
Z32		Z67		P81	
Z33		Z68		P82	
Z34		Z69		P83	
Z35		Z70		P84	
				P85	
				P86	
				P87	
				P88	
				P89	

